## BOLAND SURVEY

Nonprofit Sector Salaries and Human Resource Practices

Salaries Report \& Annual Sarry rables All Regions | 2019

In the spirit of reconciliation, we acknowledge the traditional territories in Alberta of the many First Nations and Métis, whose footsteps have marked these lands for centuries.

## About the Boland Survey

The Boland Survey, administered by CCVO, is an annual survey of nonprofit sector salaries and human resource practices across Canada. The survey has been used by organizations for over 20 years to benchmark salaries, determine human resource policies, and develop benefit programs that meet the unique needs of the nonprofit sector. As the only Canadian nonprofit salary survey that includes salary tables (annual and hourly) for specific positions, the Boland Survey remains the most comprehensive source of information for hiring managers, Boards, and others working in compensation.

Thank you to all the individuals and nonprofits who provided feedback on the 2017 Survey, helped develop new job positions, and assisted us in promoting the Survey in their regions.

To purchase reports from other regions or discuss options for custom analysis of the 2019 Survey data, please contact CCVO atbolandsuryey@ca.gar/cvo.org.

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## THE 2019 BOLAND SURVEY

The $22^{\text {nd }}$ annual Boland Survey opened on June 3, 2019. Technical difficulties within the new platform resulted in delays for reporting until October 2020, although some pieces were released in October 2019. The 2019 survey includes data from 240 nonprofit organizations in five regions across Canada.

| REGION | PROVINCE(S) |
| :---: | :---: |
| ALBERTA (AB) | New Brunswick, Newfoundland and Labrador, Noya Scotia, |
| Prince Edward Island |  |
| BRITISH COLUMBIA (BC) | British Columbia |
| ONTARIO (ON) | Ontario, Quebec |
| PRAIRIES (PR) |  |

All data for the 2019 survey, as well as all data available from 1999 onwards, wiw be made available through a new interactive system. This system allows organizations to filter data by region, subsector, and organization size. The interactive reporting system is supplemented by four reports focused on specific topics:

- Salary trends
- Human Resource Practices
- Benefits
- CEO Demographics

Boland Survey reports contain national and regional data related to their topic area. Classic view salary tables are also being produced for the 2019 survey and made available to all subscribers.

This report, Salaries, includes data related to salary trends, predictions, and practices. Comprehensive salary tables that include data from all regions are also included here, with regional and sub-regional salary tables available for download separately.

## METHODOLOGY AND CONFIDENTIALITY

Analysis and reporting of the results in this report reflect the responses provided by the participant organizations. Data that appeared to be outside likely values have been checked and confirmed wherever possible.

The percentage values reported herein represent the percentage of Survey respondents, not the percentage of organizations nationally or in the specific region. In cases where a small sample size has been reported on, results should be interpreted with caution.

## Calculations

Zeros and blank responses - reflecting missing information - have generally been ignored when calculating summary statistics, except for bonus amounts calculations and salary trends. Where a position is bonus eligible, zero payments have been included in the summary statistics calculation, as a zero payment is a legitimate amount in such circumstances. When calculating salary trends, calculations with and without zeros have been included where

The following are definitions of the statistics calculated and the calculation rules applied.
Average: The average is the arithmetic average of the data set. Averages have been calculated where there are at least three data points available.

Median: The median is the value that represents the middle value of the data. This is sometimes referred to as the $50^{\text {th }}$ percentile. Half of the observations are above the median and half are below. The median is often more representaive of the central tendency of the data than the average because it is less affected by extreme values. Medians have been calculated where there are at least four data points. Percentiles: Percentiles provide valuable information about the distribution of the data and are helpful in determining where your organization falls. Percentile values have been calculated, where sufficient data exist, at the:

10th percentile: At the 10th percentile, $10 \%$ of the data falls below and $90 \%$ above the value shown. The $10^{\text {th }}$ percentile has been calculated where there are at least eight data points.

25th percentile: The point that separates the lowest $25 \%$ of the sample from the highest $75 \%$. The $25^{\text {th }}$ percentile is calculated where there are at least six data points.

50th percentile: See Median (above).
75th percentile: The point that separates the lowest $75 \%$ of the sample from the highest $25 \%$. The $75^{\text {th }}$ percentile is calculated where there are at least six data points.

90th percentile: At the 90th percentile, $90 \%$ of the data falls below and $10 \%$ above the value shown. The 90th percentile is calculated where there are at least eight data points.

Confidentiality: The confidentiality of all participant data is ensured through CCVO's strict reporting protocols. Data are presented in aggregated statistical form with no organization-specific data shown. Statistics are only calculated where there are sufficient data points to ensure confidentiality. Where there are insufficient data to calculate the statistic, a dash (-) is shown.


## RESULTS

## Participant Profiles

## OVERALL PARTICIPATION BY REGION

| REGION | NUMBER OF PARTICIPATING ORGANIZATIONS | NUMBER OF REGISTERED CHARITIES | PERCENT OF REGISTERED CHARITIES | AVERAGE ANNUAL OPERATING BUDGET | TOTAL NUMBER OF PAID STAFF (FTE) | TOTAL <br> NUMBER OF VOLUNTEERS |
| :---: | :---: | :---: | :---: | :---: | :---: | :---: |
| ALBERTA | 178 | 153 | 86.0\% | \$9,480,779 | 13,108 | 103,021 |
| ATLANTIC | N/A | N/A | N/A |  |  | N/A |
| BRITISH COLUMBIA | 23 | 20 | 87.0\% | 85,588 |  | 18,234 |
| ONTARIO | 29 | 19 | 65.5\% | \$34,948, | 10,291 | 16,031 |
| PRAIRIES | 8 | 8 | 100.0\% | \$4,797,0 | 304 | 808 |
| TOTAL | 240 | 202 | 84.2\% | 516,182 | 25,929 | 138,342 |

Of the 240 organizations that participated in the 2019 Boland Survey, $84.2 \%$ identified as registered charities. In the Prairies Region, $100 \%$ of respondents were charities, reflecting the highest percentage of charities participating, whereas the Ontario Region had the lowest (65.5\%).

## SUB-SECTORS OF PARTICIPATING ORGANIZATIONS



## Turnover and Vacancy Rates

Where sufficient data are captured, the Boland Survey reports on the furnover and vacancy rates for each region. The turnover rate is the percentage of employees leaving an organization over 12 months and the vacancy rate reflects the number of vacant positions during the same period. The formulas used to calculate turnover and vacancy rates are simplified and intended only to provide a scale for reference. They do not distinguish between a hire to fill a vacant position and a newly created position. To accurately compare any organization's turnover to the averages reported herein requires that the same process be followed.

Turnover is the ratio between the number of hires over 12 months plus current vacancies and the current total staff compliment. This is calculated as:
$T=(h+v) /(S+v)$
Wherein $(T)$ is calculated for each participant as the ratio between the number of hires in the last 12 months (h) plus current vacancies (v), and the current total staff complement (current employees ( S ) plus vacancies (v)).

Vacancy rates are the ratio between the number of currently vacant positions and the total staff complement (current employees plus vacancies) reported by each participant. Full-time equivalents are used and calculated as a percentage of total staff complement. The following table shows the 2017 and 2018 vacancy and annual turnover rates for each region. Some turnover and vacancy rates for have been omitted due tounsufficient data.


## All-Region Salary Trends and Predictions

## SALARY ADJUSTMENTS FOR 2019

In 2019, 236 organizations submitted data on salary adjustments for 2019, with 147 (62.3\%) noting that the adjustment for this year was not above or below what they had done in previous years. One hundred and seventy two organizations (72.9\%) reporting adjusting salaries and 163 submitted by what percentage they had increased or decreased salaries. Nationally, the average salary adjustment for 2019 was an increase of $3.3 \%$ (median $2.5 \%$ ).

When the number of organizations who submitted data on salary adjustments was broken down by region, each reported at least $50 \%$ of organizations had adjusted salaries in

|  | AB | BC | PR |
| :---: | :---: | :---: | :---: |
| NUMBER OF ORGANIZATIONS | 122 | 21 | 4 |
| PERCENTAGE OF ORGANIZATIONS | 69.7\% | 91. | 50.0\% |

The PR Region was the only region in which all organizations who reported adjusting salaries in 2019 also include their adjustment amount.


The BC Region reported the greatest average percentage increase (4.0\%) while organizations in the ON Region reported the lowestaverage percentage increase (2.2\%). The predicted 2019 adjustment from the 2018 Boland Surveyreport is included here for comparison purposes.

|  | 2019 AVERAGE ADJUSTMENT | PREDICTED AVERAGE ADJUSTMENT |
| :---: | :---: | :---: |
| AB REGION | $3.4 \%$ | $3.1 \%$ |
| BCREGION | $4.0 \%$ | $2.6 \%$ |
| ON REGION | $2.2 \%$ | $2.5 \%$ |
| PRREGION | $2.8 \%$ | $2.5 \%$ |

## PREDICTED SALARY INCREASES FOR 2020

Nationally, one hundred and sixty-six organizations (70.3\%) predicted an increase for 2020. At least half of organizations in all regions predicted a salary increase for 2020.

|  | AB | BC | ON | PR |
| :---: | :---: | :---: | :---: | :---: |
| NUMBER OF ORGANIZATIONS | 111 | 21 | 25 | 8 |
| PERCENTAGE OF ORGANIZATIONS | $63.4 \%$ | $91.3 \%$ | $89.3 \%$ | $100.0 \%$ |

All organizations who predicted an increase for 2020 also submitted their expectedpercentage change. The average for all 166 organizations was $2.6 \%$ (median 2.0)

|  | 2020 PREDICTED AVERAGE ADJUSTMENT | 2020 RREDICTEDMEDIAN ADJUSTMENT |
| :---: | :---: | :---: |
| AB REGION | $2.7 \%$ | 2.0 |
| BC REGION | $2.5 \%$ | 2.0 |
| ON REGION | $2.9 \%$ | 2.0 |

## Salary Practices

## COST OF LIVING INCREAS

In 2019, the Boland survey asked organizations if they automatically adjust salaries to account for the cost of living (COLA). Of the 236 organizations who submitted data for this question, only 57 (24.2\%) automatically adiusted for the cost of living. Organizations in the BC and PR regions were slightly more likely than those in other regions to automatically adjust for cost of living.

| ORGANIZATIONS WHO ADJUST FOR COST OF LIVING - REGIONS |  |  |  |  |  |  |  |
| :---: | :---: | :---: | :---: | :---: | :---: | :---: | :---: |
| NUMBER OF ORGANIZATIONS | AB | BC | ON | PR |  |  |  |
| PERCENTAGE OF ORGANIZATIONS | 39 | 7 | 7 | 3 |  |  |  |

## TIMING OF SALARY ADJUSTMENTS

This is the first year that the Boland Survey asked when the majority of salary adjustments take place in an organization. Of the 236 organizations who responded,

| ON OR AROUND THE START OF THE FISCAL YEAR | NUMBER | PERCENT OF SAMPLE |
| :---: | :---: | :---: |
| ON OR AROUND AN EMPLOYEE'S ANNIVERSARY DATE | 119 | $50.4 \%$ |
| ON OR AROUND JANUARY 1 | 36 | $15.3 \%$ |
| ON OR AROUND CONTRACT RENEWAL | 30 | $12.7 \%$ |
| OTHER |  |  |

The thirty-two organizations (13.6\%) whose practices did not fallinto one of the four categories reported changes to funding agreements and new revenue sources as the main factors in determining when salary adjustments were made.


## SALARY RANGES

In 2019, only 219 organizations answered questions about salary ranges. Of these, 165 (75.3\%) reported administering salaries within ranges (salary bands).

## SALARY DETERMINATION CRITERIA

The Boland Survey asks organizations to provide data on what criteria they use to determine salaries.
The following chart shows the percentage of the organizations who reported using each criterion. The values in the following table total to greater than $100 \%$ because many organizations reported using more than one approach.

| SALARY DETERMINATION - ALL REGIQNS |  |  |
| :---: | :---: | :---: |
| METHOD | NUMBER OF ORGANIZATIONS | F |
| MERIT | 170 | 70.5\% |
| MARKET | 163 | 67.6\% |
| SENIORITY | 139 | 57.7\% |
| SKILL |  | 56.8\% |
| 360-DEGREE FEEDBACK |  | 13.7 |
| OTHER |  | 18.7\% |

## All-Region Contractor Data

In addition to salary data, the Boland Survey asks organizations to provide data on contractors and hourly rates. Unfortunately, technical challenges prevent us from providing any contractor data for the 2019 survey.

## ALL-REGION ANNUAL SALARY TABLES

Compensation data submitted to the Boland Survey is entered as either an annual salary or hourly rate; both are reported in the following salary tables. The following calculations and methodology is provided to aid in readers' understanding of how the conversions between salary and hourly rate were calculated.

Hourly Rate Tables: These salary tables enable readers to compare compensation information for organizations in their region at an hourly rate. Where salary data was reported as an annual rate, an equivalent hourly rate ( h ) was calculated by dividing the annual rate (a) by the FTE weekly hours reported by the organization (f), and then dividing by 52 weeks:

$$
h=(a / f) / 52
$$

Annual Salary Tables: These salary tables reflect annual salaries as reported by respondents. Where salary data was reported as an hourly rate, an equivalent annual salary (a) was calculated by multiplying the hourly rate ( h ) by the FTE weekly hours reported by the drganization ( f ), and then multiplying by 52 weeks:
$a=(h * f) * 52$
Please note: The salary tables at the end of this report are for annual positions. You can find the salaries report and hourly rate tables in the Sharepaint folder of Boland Survey resources.

## Interpreting the Annual Satary Tables

The following data is displayed in each rable:

- Salary range information.
- Actual annuar salary.
- Bonus data (paid, target, and maximum) expressed as a percentage of base salary.
- Actual bonus awards (reported as annual in both sets of tables).
- Total cash compensation, including actual base salary and bonus award (reported as an annual amount in both sets of tables).
- Pension contributions (the percentage of base salary contributed by the employer to a defined contribution or RRSP plan).
- Employee pension contribution required (the incidence of plans where an employee contribution is required to establish eligibility for the employer contribution).

As not all organizations reported all types, the statistics shown are based on the data reported.

The following terms are used in the compensation tables:
Match Quality: Organizations were asked to indicate whether their match to the job position in the survey was "good" or "fair." This indicates how relevant the data may be to the position and is also used to refine job position descriptions in future Boland Surveys.

Number of Organizations: The number of organizations in the region that reported data for a position. Only positions with three or more organizations reporting are included in the compensation tables.

Median Gross Budget: The median gross budget is included to indicate the size of Organizations reporting on the position.

Salary Range Data: Averages and medians are shown for the salary range minimums and maximums.
Actual Salary Data: Each organization reported the current average actual salary forall incumbents in the matched position. The total incumbents value is the numberof people whose salary was reported. Note that data are organizationally weighted, which means that each organization contributes equally to the statistic regardless of the number of incumbents they may have.

Bonus Data: The percentage of organizations reporting that the position is either eligible under a formal bonus plan, or where an ad hoc bonus had been paid in the prior period. Bonus data also includes:

Target Bonus: the percentage of base salary that would be awarded under the bonus plan where all objectives are achieved satisfactorily.

Maximum Bonus: the maximum percent of base salary that would be awarded under the bonus plan where all objectives are signific
Total Cash Compensation: The total of the actual salary and bonus (i.e. the total amount of cash compensation received by the employee).

Pension Data: The percentage of base salary contributed by the employer to a defined contribution pension plan or RRSP onbehalfof the employee. The incidence of employers requiring an employee contribution to their pension plan is also shown as a percentage of those with plans.

## JOB POSITION CODES

The annual salary tables at the end of this report are included by job position code. The following tables list the job position codes by organization function and gives page numbers for reference.

| CODE | POSITION TITLE | PAGE | CODE | POSTION TITLE | PAGE |
| :---: | :---: | :---: | :---: | :---: | :---: |
| Executive Managers |  |  | Fund Development - Grantmaking |  |  |
| 101 | Chief Executive Officer - Independent | 15 | 201 | Top Fund Development Executive | 54 |
| 121 | Executive Manager - Functional area or Division | 35 | 205 | Direct Marketing Director | 58 |
| 116 | Director of Operations | 30 | 211 | Direct Mail Coordinato | 64 |
| 136 | General Manager | 50 | 202 | Fund Development specialist | 55 |
| Finance and Accounting |  |  | 206 | Manager, Supporter Rel | 59 |
| 102 | Top Finance and Administration | 16 | 203 | Fund Development A | 56 |
| 103 | Senior Accounting - Controller | 17 | 204 | archer | 57 |
| 104 | Financial Administrator | 18 | 301 | nior Program Of | 65 |
| 118 | Accounts Payable Administrator | 32 |  | Senior Grants Manager | 62 |
| 119 | Accounts Receivable Administrator | 33 | 207 | ants Ass | 60 |
| 120 | Payroll/Benefits Administrator | 34 | 208 | Donor GrantsAssociate | 61 |
| 137 | Bookkeeper | 51 | 210 | Digital \& Social Media Specialist | 63 |
| Human Resources and Volunteer Management |  |  |  |  |  |
| 113 | Top Human Resources | 27 | 105 | Program or Functional Manager | 19 |
| 123 | Human Resources Specialist |  | 25 | Top Government Relations | 39 |
| 108 | Human Resources Generalist |  | 114 | Top Membership Services | 28 |
| 311 | Top Volunteer Resources |  | 337 | Engagement Coordinator | 101 |
| 312 | Volunteer Coordinator |  | 126 | Manager Retail Operations | 40 |
| Marketing and Communications |  |  | 127 | Director of Evaluation and Knowledge Management | 41 |
| 107 | Communications Director | 21 | 135 | Business Continuity Planner | N/A |
| 133 | Top Marketing and Sa | 47 | International Programs |  |  |
| 117 | Communications Specialist | 31 | 128 | International Program Manager | N/A |
| 124 | Graphic Artist/Designer | 38 | 129 | Emergency Preparedness \& Response Specialist | 43 |

## JOB POSITION CODES CONTINUED

The annual salary tables at the end of this report are included by job position code. The following tables list the job position codes by organization function and gives page numbers for reference.

| CODE | Posimion ilile | PAcE |
| :---: | :--- | :---: |
| Program Management and Administration |  |  |
| 106 | Program Supervisor | 20 |
| 130 | Program Coordinator | 44 |
| 316 | Supervisor Clinical Services | 80 |
| 115 | Event Coordinator | 29 |
| 109 | Technical/Program Administrator (Non Specific) | 23 |
| 131 | Policy Researcher/Analyst | 45 |
| 132 | Bid and Proposal Specialist | 46 |


| Human Services Specialists/Counsellors/Health Care Providers |  |  |
| :---: | :---: | :---: |
| 302 | Human Services Professional (Non Specific) | 66 |
| 303 | Senior Program Services Provider (Non Specific) | 67 |
| 304 | Program Services Provider (Non Specific) | 68 |
| 305 | Mental Health Clinician/Therapist | 69 |
| 306 | Mental Health/Addictions Counsellor | 70 |
| 307 | Case Worker | 71 |
| 317 | Career Counsellor |  |
| 318 | Employment Counsellor |  |
| 319 | Life Skills Support Worker |  |
| 330 | Intake Counsellor/Suppoit Worker |  |
| 325 | Settlement Practitioner | 89 |
| 320 | Residential Supervisor | 84 |
| 326 | Home Care Support Wor | 90 |
| 327 | Community Disability Service Wo | 91 |
| 328 | Community Disability Service Practitioner | 92 |
| 336 | Child/Youth Care Assistant | 100 |


| CODE | POSITION TITLE | PACE |
| :---: | :---: | :---: |
| Human Services Specialists/Counsellors/Health Care Providers |  |  |
| 339 | Educator | 103 |
| 309 | Child/Youth Care Worker | 73 |
| 310 | Housekeeper/Cook | 74 |
| 313 | Early Childhood Educator/Educ | 77 |
| 321 | ESL Instructor | 85 |
| 314 | Speech / Language Therap | 78 |
| 315 | cupational Therap | 79 |
| 329 | ysiotherap | 93 |
|  | Licensed Practical Nurse (LPN) | 95 |
|  | Registered Nyrse | 96 |
| 335 | Personal Care Assistant | 99 |
| - | ducationaN Nuterpreter | 86 |
| 333 | storal Care Support/Chaplain | 97 |
| 334 | Head Chef | 98 |
| , | Kitchen Assistant | 102 |
| General Administration |  |  |
| 110 | Administrative Support I | 24 |
| 111 | Administrative Support II | 25 |
| 112 | Administrative Support III | 26 |
| 134 | Office Manager | 48 |
| 122 | Branch/Business Executive | 36 |
| Records Management and Information Technology |  |  |
| 323 | Curator | 87 |
| 324 | Library Technician | N/A |
| 401 | Information Systems Manager | 105 |
| 402 | Systems Support Coordinator | 106 |
| 403 | Database Administrator | 107 |
| Property Management and Maintenance |  |  |
| 505 | Property Manager | 112 |
| 506 | Residential Site Manager | 113 |
| 507 | Facility or Hall Manager | 114 |
| 504 | Maintenance Supervisor | 111 |
| 501 | Maintenance Worker | 108 |
| 502 | Caretaker | 109 |
| 503 | Truck Driver | 110 |

## 2019 Boland Survey | Report Level: All regions

Survey Position Code: 101
Survey Position Title: Chief Executive Officer (CEO) Salary Type: Annual


Analysis by Operating Budget


## 2019 Boland Survey | Report Level: All regions

Survey Position Code: 102
Survey Position Title: Top Finance and Administration Salary Type: Annual


Analysis by Operating Budget


Survey Position Code: 103
Survey Position Title: Senior Accounting - Controller Salary Type: Annual


Analysis by Operating Budget


## This is just a sample of our Salaries Annual Report. Our full report features data for 96 positions.

